

## Service Level Change

### Service Level B

### Service Level A

Building Open Only to Staff	Building Closed
Online resources	Online resources
Telephone support reference	Telephone support reference
Online programming	Online programming
Circulation (Curbside) resumes	Not Circulating items

The distinction in this service level change may seem small, but it includes ending transactional services to patrons which affects many areas of Sierra and many areas of messaging.

**Timeline of Tasks** – If your service change is scheduled, use the timeline below. If it is an emergency situation. Choose the items from the list that include the [!] in the order that they display on the list.

**Planning:** You must know

- **Dates Closed in Sierra**– What range of dates will your library be closed to the public and not processing circulation transactions.
- Extension of due dates and patron record expirations
  - Patron records that expire before your reopen can be set to expire after your open date
  - Items already checked that will be due during closure can be extended to after your closed date.
- Book drop – Will patrons be able to return items
- Alternative Pickup location – it may be possible to have another library process your holds while you are closed for an extended period. This must be arranged with both MHLS Technology Operations support and Delivery.
- Long term closures will require a plan for storing items that accumulate in MHLS Delivery or items that have been returned.
- Quarantine – If you quarantine, how will that be included in your storage and process plans.

**ASAP** – As soon as you are aware of the pending change of service begin this task list.

1. Transition date [!] – complete the [online form](#) to inform staff at MHLS that a service change is pending. It will trigger tickets for MHLS to complete edits in the following areas.
  - a. Closed dates in Sierra: The table will be updated to reflect your service level during the range of dates you have provided in the form. **Any Change of plans needs to be reported ASAP.**
  - b. Your **pickup location**
2. Delivery changes [!] - Contact Tom Finnigan at Ext. 244 or by email at [tfinnigan@midhudson.org](mailto:tfinnigan@midhudson.org) at least 3 days prior to restarting your delivery. Temporary changes require 3 days notice, permanent changes (such as a move to a new building) require 2 weeks for contract changes with our delivery vendor.

3. **Messaging:** Plan the messaging that you want to provide patrons with information and set a schedule and assign responsibility to staff.
  - a. **Website** – Post closure dates in your calendar and main page to alert patrons of closures early on. Link or post specific instructions for managing circulation transactions and returns during that period
  - b. **Notices**- Update templates with information about the closure and link to website for updates.
  - c. **Signage** – Put signage at circulation and bookdrop areas prior to closing
  - d. **Holdshelf Slips** – Consider using the holdshelf slip to remind patrons of the closure and how to return their item.

**One week Prior to Closing:** As soon as you are aware of the pending change of service

1. **Update Pickup Notices** to inform patrons that the library will be closing and that all items waiting to be picked up should be retrieved before the closure date. Provide any new instruction for the interim that you have put in place.
2. **Holdshelf review:** If you are planning closure, let patrons know what the final day to pickup their holds will be. Holds can be cancelled and/or replaced for another pickup location if your closure will not be brief. Holdshelf expirations cannot be extended for a single location, so it is important that patrons holdshelves be cleared right up through the last day open. If your closed dates are in place items checked in and placed on the holdshelf will take into consideration your span of closure when calculating the holdshelf expiration. Closed dates will not be included in the 7 days to pickup the hold.

**Immediately Before closure:** The day before your last scheduled delivery pickup.

1. **Clear your holdshelf [!]** Check in and return expired and cancelled holds and place in delivery. Any holds left on your holdshelf for patrons should be picked up or cancelled, checked in and placed in delivery before your last pickup.
1. **Checkin your final delivery [!]** -Any items that are go on your holdshelf should be checked out and picked by patrons or cancelled and checked in for return delivery before your last pickup.
2. **Return Quarantined items [!]** – **If your library is quarantining items owned by other libraries, they must be put back into circulation before you close.**
  - a. **Items returned by patrons in quarantine must be checked in to be put into delivery before your last pickup.**
  - b. **Items coming in from MHLS delivery in quarantine must be Checked in.**

**Patrons must pick up holds before you close, or the holds must be cancelled and the items checked back into delivery. You will need to note the cancellation patron and item info to replace at a later date.**

**Instructions for:** [Cancelling Holds](#) and [Reinstating Holds](#)

3. **Fill Holds-** You must run the **Title and Item paging lists**. Now that you are officially open in the days closed table, your site is a potential paging location to fill holds for other libraries. The paging of each library is in place for 48 hours, so filling your holds quickly, or marking your items lost if not found, keeps the requests moving quickly.

**Send your Overdue notices and Bills.** If you have done the work leading up to your closure in time no items should come due while you were closed. Provide patrons with information on how to return while you are closed and if pertinent, items will or will not accrue fines during closure (will you backdate your bookdrop). Once you resume open dates, your notices also need to resume the regular schedule of being sent to provide patrons with a consistent and timely notices. Please note that the Courtesy Notice, which provides auto renewal will be sent to patrons 3 days before the due date.